



UNITED STATES OF AMERICA  
FEDERAL TRADE COMMISSION  
WASHINGTON, D.C. 20580

Brad Threatt  
MuckRock News  
DEPT MR 71068, 411A Highland Ave.  
Somerville, MA 02144-2516

APR 18 2019

Re: FOIA-2019-00663  
Complaints re: PC Health

Dear Mr. Threatt:

This is in response to your request dated March 28, 2019 under the Freedom of Information Act seeking access to public complaints regarding PC Health Check. In accordance with the FOIA and agency policy, we have searched our records on April 10, 2019.

Your request did not indicate an agreement to pay any fees associated with the processing of your request. However, the Commission's fee regulations specify that fees less than \$25 will be waived. *See 16 C.F.R. § 4.8(b)(4)*. Because the fees associated with the processing of your request did not exceed \$25, we have processed your request free of charge. In the future, please provide a fee agreement to facilitate the processing of your request.

We have located eight responsive complaints that consumers have made to the Federal Trade Commission ("FTC"). You should know that the enclosed complaints have not necessarily been verified by the FTC. Therefore, you should make your own judgment about relying on the information provided. I am denying access to consumers' names and addresses, and any other identifying information found in the complaints. This information is exempt from release under FOIA Exemption 6, 5 U.S.C. § 552(b)(6), because individuals' right to privacy outweighs the general public's interest in seeing personal identifying information. *See The Lakin Law Firm v. FTC*, 352 F.3d 1122 (7th Cir. 2003).

We are withholding one complaint under FOIA Exemption 3, 5 U.S.C. § 552(b)(3), because it is exempt from disclosure by another statute; specifically, Section 21(f) of the FTC Act provides that the FTC may not disclose any material reflecting a consumer complaint obtained from a foreign source if that foreign source has requested confidential treatment. 15 U.S.C. § 57b-2(f).

If you are not satisfied with this response to your request, you may appeal by writing to Freedom of Information Act Appeal, Office of the General Counsel, Federal Trade Commission, 600 Pennsylvania Avenue, N.W., Washington, D.C. 20580, or via email at [FOIAAppeal@ftc.gov](mailto:FOIAAppeal@ftc.gov), within 90 days of the date of this letter. Please enclose a copy of your original request and a copy of this response.

You also may seek dispute resolution services from the FTC FOIA Public Liaison Richard Gold via telephone at 202-326-3355 or via e-mail at [rgold@ftc.gov](mailto:rgold@ftc.gov); or from the Office of Government Information Services via email at [ogis@nara.gov](mailto:ogis@nara.gov), via fax at 202-741-5769, or via mail at Office of Government Information Services (OGIS), National Archives and Records Administration, 8601 Adelphi Road, College Park, MD 20740.

If you have any questions about the way we handled your request or about the FOIA regulations or procedures, please contact Edison Thompson at 202-326-2965.

Sincerely,



Dione J. Stearns  
Assistant General Counsel